

REMARKS

Claims 1-3 and 5-34 are pending.

Claims 1-3 and 5-34 have been rejected.

Claim 4 has been previously canceled.

Claims 1-3 and 5-34 have been amended. Example support for the amendments can be found, at least, within paragraphs [0017]-[0030] of the specification.

Double Patenting

Claims 1 and 18 are rejected under the judicially created doctrine of obviousness-type double patenting as purportedly being unpatentable over claims 1 and 11 of U.S. Patent No. 7,287,041. Since the limitations of claims 1 and 18 have not yet been allowed, and therefore, have not yet arrived at their final form, Applicants respectfully request that this rejection be held in abeyance until allowable subject matter is indicated in this application.

Rejection of Claims under 35 U.S.C. § 103

Claims 1-2 and 5-33 are rejected under 35 U.S.C. § 103(a) as being unpatentable over U.S. Patent No. 6,778,651 (“Jost”) in view of U.S. Publication No. 2002/0123983 (“Riley”). Applicants respectfully traverse this rejection.

Applicants respectfully submit that amended independent claims 1, 18, and 20 recite new limitations not taught or suggested by any combination of Jost and Riley. Particularly, Applicants submit that Jost and Riley are both silent on: (1) creating a service request within a source system, where the source system detects a problem requiring service; and (2) the service request is created prior to a target system creating a service request based on a customer report of the same problem.

Dependent claims 2, 5-19, and 21-33 are allowable by virtue of being based on allowable independent claims. Applicants therefore respectfully request the Examiner’s reconsideration and withdrawal of the rejections to these claims and an indication of the allowability of same.

Claim 3 is rejected under 35 U.S.C. § 103(a) as being unpatentable over Jost in view of Riley and in further view of U.S. Patent No. 7,111,077 (“Starkovich”). Applicants respectfully

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submit that claim 3 is dependent on independent claim 1, and is therefore allowable for at least the foregoing reasons set forth with respect to claim 1. Applicants therefore respectfully request the Examiner's reconsideration and withdrawal of the rejection to this claim.

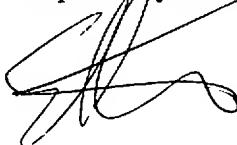
Claim 34 is rejected under 35 U.S.C. § 103(a) as being unpatentable over Jost in view of Riley and in further view of U.S. Patent No. 5,742,588 ("Thornberg"). Applicants respectfully submit that claim 34 is dependent on independent claim 1, and is therefore allowable for at least the foregoing reasons set forth with respect to claim 1. Applicants therefore respectfully request the Examiner's reconsideration and withdrawal of the rejection to this claim.

CONCLUSION

Applicants submit that all claims are now in condition for allowance. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is requested to telephone the undersigned.

If any extensions of time under 37 C.F.R. § 1.136(a) are required in order for this submission to be considered timely, Applicants hereby petition for such extensions. Applicants also hereby authorize that any fees due for such extensions or any other fee associated with this submission, as specified in 37 C.F.R. § 1.16 or § 1.17, be charged to deposit account 502306.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Eric A. Stephenson', with a stylized, looping flourish at the end.

Eric A. Stephenson
Attorney for Applicants
Reg. No. 38,321
Telephone: (512) 439-5093
Facsimile: (512) 439-5099